

# Draft Statement of Work

Certified Transcription Services  
Office of Inspector General  
Office of Investigations  
Code W

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## **I. BACKGROUND**

The Office of Investigations (OI) is the investigative arm of the Office of Inspector General. Investigative offices are located at NASA Headquarters, each of the NASA Centers, a Resident Agency location in Long Beach, California and a Post of Duty in Trenton, New Jersey. The Office of Investigations conducts interviews of subjects, victims and witnesses involved in their investigations. When required, these interviews will be recorded by the investigating agent. The OI needs the interviews transcribed for judicial and administrative proceedings.

## **II. SCOPE**

The contractor shall receive audio recordings via electronic file transfer protocols. The recording will be transcribed and returned to the requestor in the specified time frame. The transcription services shall be performed for interviews and meetings conducted by OIG personnel assigned at the ten NASA facilities or offsite locations around the United States.

## **III. TECHNICAL REQUIREMENTS/QUALIFICATIONS**

The contractor must provide the following:

- In-house transcribers certified by the American Association of Electronic Reporter and Transcribers (AAERT) and provide certificates of certification.
- Transcribers should have a minimum of 2 years of specialized experience in transcription for federal court proceedings and the Federal Courts Format.
- Personnel shall have knowledge of legal and technical terminology, etc. to transcribe accordingly.
- Personnel shall have excellent spelling skills, listening ability, and ability to type verbatim.

- Services shall include:
  - o Capability to receive and deliver information via secure email or internet.
  - o Transcriptions on CD or other media format
  - o Condensed Transcripts
  - o Exhibits copied into a file(s)
- Shall guarantee complete confidentiality of all aspects of OIG proceedings, participants, and related matters (including sensitive issues, grand jury, and sealed cases).
- Provide policies, standards and practices for scheduling, canceling and delivery of transcripts.
- The contractor will communicate directly with agents on clarification of participants, special terms, and translation requirements, if necessary.
- Each transcript shall include a title page indicating: Case Title, Case Number, Interview/Meeting Location, Interviewer, Interviewee and Date of Interview.
- Each event may vary in length. Contractor must provide at a minimum 4-5 certified transcribers in order to meet expedited turnaround times.
- The contractor will work directly with field agents to correct errors.
- Any errors found in a transcript shall be corrected by the contractor within 5 business days of notification (or as requested) of such defects at no additional cost to the NASA OIG.

#### **IV. DELIVERABLES**

The original transcript shall be legible without any interlineations materially defacing the transcript. The contractor shall use the Federal Courts Format for all transcriptions.

Deliverables should be at a minimum one (1) stamped certified original and one (1) electronic copy in PDF format. Other specific formats may be requested by the ordering party.

Delivery options at the request of the government:

- One Day (Expedited/Emergency)
- Three day
- Five to Seven day
- Ten day

Contact information for the transcriber or POC in company should be provided, so that errors and corrections can be clarified directly with agents.

Contractor will provide an invoice of with each transcription marked clearly with the contract number, estimated and actual pages, page rate, etc.

**V. Place of Performance**

The work is to be performed at the contractor's facility. Recordings will be sent electronically to contractor for transcription.

**VI. Period of Performance**

The period of performance will be as follows:

Base Period	One Year
Option Period One	One Year
Option Period Two	One Year
Option Period Three	One Year
Option Period Four	One Year